



# Maximum Comfort News

www.leggettinc.com



## PRESIDENT'S MESSAGE

# We Are Very Thankful



We are very thankful for your business and your trust in our team. We are grateful to have expert technicians who offer solutions to your home and office comfort challenges every day, and a support staff that is amazing when it comes to getting the job done. We also appreciate the vendors who deliver our product so that we can deliver your peace of mind.

Every HVAC job is a feat of engineering that is custom fit to meet your needs and budget. We take the time to tailor-make home comfort systems that will provide the best solution to replace or support your troubled equipment. When your upgrade is complete, each HVAC installation comes with an **industry Best Two-Year, 100% Satisfaction Guarantee**.

Please learn more about the following articles:

- ✓ **Is this the Year You Upgrade?**
- ✓ **Attic Access OSHA Regulations**
- ✓ **Air Conditioning Refrigerants Are Changing – Again!**
- ✓ **Fire Safety Is Family Safety**
- ✓ **Dual-Fuel Systems for Year-Round Comfort**
- ✓ **Plan And Prepare for the Unforeseen!**
- ✓ **How Clean is Your Water?**

Remember all the ways we offer you to save:

- ✓ Referral program: “If you prefer us, refer us,” and you both win with a Leggett, Inc. \$100.00 credit.
- ✓ Consider bundling to save time and the \$75.00 service charge when you have our Expert HVAC-Plumbing Technicians tackle other challenges that

you might have at home or office. Just let us know upfront, so we can give you an idea of the cost and offer you an extra slot or two on our schedule.

**Turn to the Experts at Leggett, Inc. for Water Heater preventive maintenance, repairs and changeouts.** We save you time and money when you have your water heater, garbage disposal, faucets, and running toilets looked at when we come to your home or office during a repair, service, or upgrade. Just give us a heads up and we will be glad to block off enough time to tackle any issues that you have in mind.

Leggett, Inc. is celebrating our 58<sup>th</sup> year in business with a \$58.00 coupon to be used for **any non-emergency** Plumbing, Water Heater, A/C or Heating repair, or for off-season preventive services not covered by our maintenance plans. Please see page 5 or visit our website at [www.leggettinc.com](http://www.leggettinc.com) to get the coupon.

Thank you for being a valued customer. We’ve been there whenever you needed us, and now we’re asking for your help. If you’ve been happy with our services, please consider leaving a favorable review on Google so others can hear about our commitment to our customers. If you have any questions about our services, please visit [www.leggettinc.com](http://www.leggettinc.com) or call us at 717-737-4562. It is our pleasure to serve you.

Sincerely yours,

*Ernie*  
Ernie Leggett  
President



### Leggett Upgrades Save You Money on Your Electric Bills

With all the high efficiency equipment available today it makes cents and dollars to upgrade your older home systems. In fact, Leggett was recently recognized as a PPL Top Performance Company by saving customers the highest KWH in April 2024. Call Leggett today to upgrade to savings.



# Is This The Year You Upgrade?



Last winter you kept your home just one step above “igloo” settings to use less fuel, because the year before you complained about every bill! Whether you use heating oil, propane, natural gas or even electricity to heat your home, costs are rising. Make this the year you upgrade to new, higher efficiency heating equipment. **Don't forget to ask us about available rebates and tax credits** you may be eligible for, too!

Many times, customers choose to repair an older system rather than replace it. We understand. Replacing your heating system is an investment. But there are times when repairing old equipment can end up costing you more!

**If it is time to replace your heating system, we can help you get the best equipment for your budget.** We will also help you find available manufacturer or trade rebates as well as tax credits up to \$2,000 and other incentives from the Inflation Reduction Act.

New heating equipment will use less energy to provide more heating, no matter if you use natural gas, propane, electric, or heating oil. The system will also work better – getting to your desired temperature and staying there more consistently.

So how do you know if it is time to upgrade? Here are some things to consider:

- **Did you use more energy than usual last year**, even if you tried to keep the thermostat low? Your heating system loses efficiency over time, even with regular maintenance.
- **Did your system break down frequently** last season? The older the equipment is, the more it will fail, leaving you in no-heat emergency situations.
- **Is your system more than 10 years old?** Technology has advanced so much in the last few years that even a 10-year-old boiler or furnace is outdated. The newer models include smart technology, system analytics, and advanced burner features, to provide higher levels of efficiency.
- **Have our service techs suggested that “it might be time?”** Please trust them! They are in your home, probably more often than you would like, if it is time for an upgrade. They work hard to keep your heating equipment running smoothly, but can also see when the end is near!
- **Is a pending repair going to cost almost as much as a new furnace or boiler?** If so, it is time to consider reaching for the new unit.



If you answered yes to one or more of the above points, give us a call. We can review your options, show you how much you can save each month in energy costs, and help you find low-interest financing. You'll be glad you did, when you enjoy the winter season and don't have to wear a parka indoors!

**JOIN US!**

## WE ARE HIRING!

Please share the news – we're hiring! We are looking to fill multiple positions, both in office staff and field staff. We stand by our employees and offer great benefits. If you know someone who is reliable, a team player, and eager to join a great company with growth opportunities, we want to talk to them. Maybe that someone is you! Please visit our website or call to learn more about our company and our openings.

# ATTICS AND CONFINED SPACES: CAN WE GET IN?

The Department of Labor's Occupational Safety and Health Administration (OSHA) has very specific guidelines for confined spaces, such as attics, basements, and crawl spaces. They define a confined space as any area that meets the following three criteria:

- ✓ Is large enough for a worker to enter it;
- ✓ Has limited or restricted means of entry or exit; and
- ✓ Is not designed for continuous occupancy.

If that space has certain hazardous conditions, it may require a permit to be issued before a worker can enter. While highly unlikely, our team could experience a situation where the worker would not be able to complete a service or installation because the area is set up in a way that would require a permit.

Even OSHA notes that this would be the exception in its fact sheet:



"The vast majority of the standard's requirements only apply to permit-required confined spaces, and attics, basements, and crawl spaces in a residential home – three common spaces – will not typically trigger these requirements." In many instances, an attic will not be considered a confined space because there is not limited or restricted means for entry and exit. Even when an attic is a confined space, they "would generally not be permit-required confined spaces because they typically do not contain the types of hazards or potential hazards that make a confined space a permit-required confined space."

OSHA does warn that extreme heat can be considered a serious physical hazard that could make it a permit-required confined space, and there are new rules under consideration to reduce heat illness and injury.

While we are always committed to your home comfort needs, our employees' safety comes first. If one of our team members determine that circumstances require a permit, please do not argue with them. We will not enter the attic or confined space until you have made any required alterations to the area and secured the necessary permit. In the summer, if the team has been working in your attic, crawl space, basement, or on the roof, and you see them stopping for water and shade breaks, please understand that they are ensuring there are no accidents while at your home. If you have any questions about these regulations, you may call our office at any time.

## Truly Local and Truly Neighbors

There are a lot of companies out there claiming to be "local" and community driven but are not. Many of them were sold off in the last few years to bigger operations. The company names were left on the trucks and invoices, but the owner is a corporation with multiple so-called "local" companies under its umbrella.

Once that happens, a lot of the local values start slipping. Customers start complaining about surprising price hikes on fuel costs or service contracts, changes to the terms of agreements, and staff that no longer put the customer first. Those companies have lost the tradition and history that made them special.

We are truly local and have been part of the community for decades. Our office team, field staff, and sales representatives are your neighbors and friends from the surrounding area. We go to the same schools, shop in the same stores, and belong to the same civic organizations. Your concerns are our concerns, and have been for a long, long time. That is what "truly local" means.



**Seasonal Holiday Wishes:** With the holiday season quickly approaching, we want to take this time to wish you and your family the happiest and healthiest of holidays. It's an important time of year and we like to reflect on the things that matter most, like you! Whichever of the upcoming holidays you celebrate, however you celebrate them, and with whomever you celebrate, please know that our thoughts are with you. Thank you for sharing another year with us.

# Air Conditioning Refrigerants Are Changing – Again!

New EPA regulations are requiring all air conditioners and refrigeration equipment produced after January 1, 2025, to use a new refrigerant that has a lower Global Warming Potential (GWP) than the R410A currently in use. Equipment manufactured before January 1, 2025 can be installed only through December 31, 2026.

**If you were thinking about upgrading your central air conditioning system, don't wait! Call us.**

When air conditioning was first commercialized and available for homes, R-12 was the refrigerant of choice. The damage to the ozone layer that was discovered in the 1960s and 1970s was traced to R-12 and similar products with high Ozone Depletion Potential (ODP) and high Global Warming Potential (GWP). Ozone was seen as the bigger concern, and the industry moved to R-22, which had a lower ozone depletion potential but a high global warming potential, and then to R-410A, which has no ozone depletion potential but still a higher global warming potential.



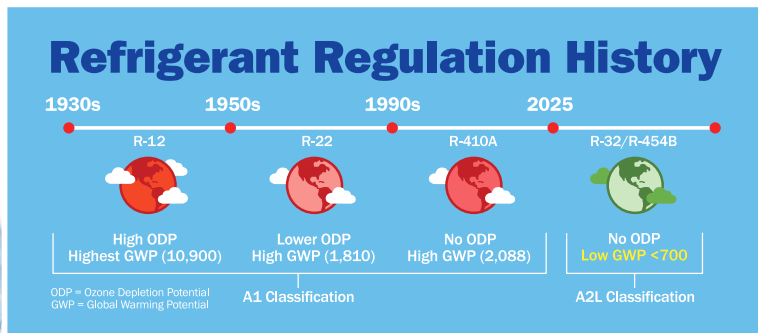
In 2023, the EPA passed new regulations for low GWP refrigerants for all cooling systems manufactured after January 1, 2025. The new refrigerants, R-454B or R32, have no ODP and a low GWP. Most major manufacturers of central air conditioners and mini-split heat pumps will be using R-454B in new equipment.

As with any mandated change in technology, the new equipment comes with a much higher cost, and **we cannot simply replace your old refrigerant with the new. Do not let anyone tell you otherwise. Using R-454B in a system made for R-410A is a fire hazard.**

**The good news is that R-410A-cooled systems are still available for the rest of 2024, and the supply of R-410A is not being hampered at this time. So, if you were unhappy with your old air conditioning system this summer, do not wait until next year to upgrade. We do not know what the supply will be at that time, and your choices may be limited.**

The transition from R-22 to R-410A began with the 2015 Montreal Protocol, which was revised the following year with the Kigali Amendment to phase out R-410A to a non-hydrofluorocarbon (HFC) product. In 2020, the American Innovation and Manufacturing Act was signed mandating the EPA to reduce the production of HFCs by 85% by 2035 and lowering the GWP standard, which is where the new refrigerants come in!

Who knows what regulations will be coming next! But, **since there is no expiration date on producing or using R-410A**, the current refrigerant, you can get a new air conditioner today and use it for decades. **Call us today** to talk about your air conditioning needs. We can install a current system quickly and at the right price!



## Fire Safety is Family Safety

October is National Fire Prevention Month, and the entire holiday season is filled with wonderful traditions that can also cause house fires, from frying turkeys to cozy fireplaces to lit candles on furniture or in windows. Please keep your home and family safe.



### Winter Fire Safety:

- Half of all home heating fires occur December through February, 1-in-7 home fires and 1-in-5 home fire deaths involves heating equipment.
- Keep anything that can burn at least 3 feet from any heat source, like fireplaces, wood stoves, radiators, or space heaters.
- Keep portable generators outside, away from windows, and as far from your home as possible.
- Plug only 1 heat producing appliance, like a space heater, into an electrical outlet at a time.
- Store cooled ashes in a tightly covered metal container that you keep outside, at least 10 feet from your home and any other buildings.



### Holiday Fire Safety:

- Thanksgiving is the peak day for home cooking fires, followed by Christmas Day and Christmas Eve; Christmas is the peak day for candle fires!
- Don't leave cooking unattended. Stay in the kitchen when pots are on the stove, and in the house when the oven is on.
- Keep matches and utility lighters out of reach of children.
- Keep candles at least 12 inches away from anything that burns.
- Consider using battery-operated, flameless candles, and don't ever leave children alone with lit candles.
- Read manufacturer's instructions for the maximum number of light strands to connect.
- Keep Christmas trees at least 3 feet from heat sources – more than 1-in-5 Christmas tree fires were caused by being too close to a heat source.
- A dry tree can burn very hot and very fast. Keep trees well-watered and remove after Christmas or when dry.

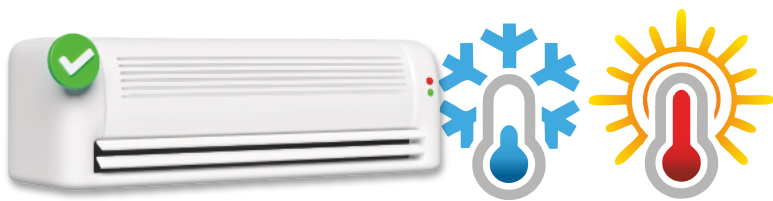


### General Fire Safety

- Test smoke alarms and carbon monoxide alarms at least once a month.
- Change batteries twice a year. You can use the Winter and Summer solstices as reminders – or do it now, if you haven't in a while.
- Have a qualified professional clean and inspect your chimney and vents each year.

If you think there might be a gas leak, get everyone out of the house before calling us and the fire department, and if you have an oil-heated system and there is a strong smell or soot around your equipment, call us immediately for emergency service. If you have any other concerns about your heating system, please give us a call.

**This is a season of warmth.**  
**Let it also be a season of safety!**



## Dual-Fuel Systems for Year-Round Comfort

When changing or adding central air conditioning, it makes sense to consider upgrading to a Hybrid Heat Pump System. You get all the cooling you want for the summer, and comfort control during the “shoulder seasons,” spring and fall, and those sunny, mild days during the winter months. You need to turn to your current heating system only in sub-zero conditions. Dual-fuel systems – electric for the heat pump and natural gas, propane, or heating oil for your main heating system – deliver a great return on investment on the cost differential of the air conditioning upgrade.

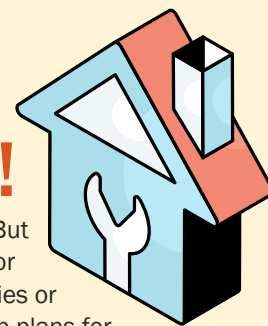
There are high-efficiency heat pumps that integrate with ductwork that already exists in your home. If your home does not have ductwork, ductless split heating, cooling, and dehumidification units are among the most effective ways to go when it comes to high efficiency, comfort, indoor air quality, quiet operation, and reliability. A new heat pump system, whether ducted or ductless, could be eligible for up to \$2,000 in Inflation Reduction Act tax credits along with other other tax rebates.

The units we have in stock utilize R-410A refrigerant (see article on page 4), but even with the changing regulations, there is no need to be concerned. While R-410A will not be used in new systems, there are no calls to halt the production and use of the refrigerant and no restrictions on maintaining and repairing R-410A systems.

This puts you in a *great* position, if you were thinking about upgrading! You can get a new heat pump, access federal tax incentives, find other rebates, and lower your energy bills with units that are less expensive than the ones that will be coming out next year! We can even help you access low-interest financing.

Are you ready to learn more? Please give us a call at 717-737-4562 and one of our home comfort experts will be able to tell you all you need to know about heat pumps installed and maintained by Leggett, Inc.

## Plan and Prepare for the Unforeseen!



It's easy to plan for things you expect. But smart homeowners plan and prepare for the unforeseen, like no-heat emergencies or a system breakdown. They have backup plans for these situations, such as gas fireplaces, electric space heaters, and standby generators.

Most of our customers trust our team at Leggett, Inc. with a planned preventive maintenance agreement to keep the unforeseen from being seen! We service your equipment and test for safety and efficiency and look for anything that might need repair before you have a breakdown. We check for system leaks, clean the components, and test the controls.

Be ready when you need comfort the most, all for an upfront price, with our preventive maintenance agreement. If you do experience a system failure, **we will not charge a service charge or overtime charges**, and we offer a **10 percent discount on repairs. If we cannot restore your system right away, we offer portable air conditioning units and electric heaters** as a professional courtesy to make sure you and your family experience as little discomfort as possible.

Even units that were recently installed and still under warranty should be protected by our agreements. The manufacturer warranty covers large system or mechanical failures, not the “everyday” issues we see most frequently, and the warranty could be voided by the manufacturer if the system did not receive proper maintenance and care.

Be prepared, and call Leggett, Inc. at 717-737-4562 to enroll in our preventive maintenance program today.



### Want more information?

Simply complete the form below and send it back to us.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

I'd like more information on:  
(check all applicable)

- Water Filters – Softeners
- Water Heaters
- Toilet Upgrades
- Faucet Upgrades
- Garbage Disposal
- Indoor Air Quality Solutions
- Heating or A/C Upgrades
- Ductless A/C Installations
- Maintenance Plans
- Other: \_\_\_\_\_

*Celebrating 58 Years in Business*

**\$58 OFF**



**For Any Non-Emergency Repair Including:**

- Plumbing repairs
- Water Heater repairs
- Water Softener repairs
- Heating or A/C repair or one time service



**CALL OUR OFFICE FOR AVAILABLE DATES AND TIMES!**

**Not to be used for any emergency services or any other offers!**

FALL 2024



Family Owned For 58 Years

1989 Hummel Avenue  
Camp Hill, PA 17011

**(717) 737-4562**

Visit: [www.leggettinc.com](http://www.leggettinc.com)

LIC.# PA9401



## WHAT'S INSIDE

- We Are Very Thankful
- Leggett Upgrades Save You Money on Your Electric Bills
- Is This The Year You Upgrade?
- We are Hiring!
- Attics and Confined Spaces: Can We Get In?
- Truly Local and Truly Family-Owned
- Air Conditioning Refrigerants Are Changing – Again!
- Fire Safety is Family Safety
- Dual-Fuel Systems for Year-Round Comfort
- Plan and Prepare for the Unforeseen!
- How Clean is Your Water?

## How Clean is Your Water?

Everyone thinks their water is clean. It has to be, right? We use water for cooking, drinking, bathing, and cleaning. But if you have hard water, it can leave spots and soap scum on your dishes, make your laundry stiff and scratchy, and deposit a film on your plumbing fixtures and inside your water heater!

Leggett has an affordable way to get great tasting water right out of any faucet in your home or office. We use a high flow activated Carbon filter 4.5 x 20 media in a housing. It removes the water-sanitizing tastes and odors, as well as most of the micro plastics or PFAS.

If you want to refine the water further, we can offer a REVERSE OSMOSIS system that uses energy to push water through a membrane with tiny pores. The membrane stops most contaminants while allowing water to pass through. Reverse osmosis is more practical as a point-of-use treatment choice (at the faucet) instead of a system-wide treatment.

All water treatment units require regular maintenance to work properly, and we can do this for you. Water treatment units that are not maintained will lose their effectiveness over time.

**Call the water experts at Leggett, Inc., at 717-737-4562  
or visit [www.leggettinc.com](http://www.leggettinc.com) and read more about water  
treatment under the “Services” tab.**

